Installation Guide for Cisco Unified Videoconferencing Manager Release 5.6

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Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Text Part Number: OL-16908-01

Installation Guide for Cisco Unified Videoconferencing Manager Release 5.6

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CHAPTER 1

Installing Cisco Unified Videoconferencing Manager

Pre-installation

Read this section before installing Cisco Unified Videoconferencing Manager.

Minimum System Requirements

Cisco Unified Videoconferencing Manager must be installed on one of the following Cisco MCS server models:

- Cisco MCS 7825 Series
  - MCS-7825-H2
  - MCS-7825-I2
  - MCS-7825-H3
  - MCS-7825-I3
- Cisco MCS 7835 Series
  - MCS-7835-H2
  - MCS-7835-I2

- Cisco MCS 7845 Series
  - MCS-7845-H2
  - MCS-7845-I2

Installing the Server Operating System

Cisco Unified Videoconferencing Manager Release 5.6 requires the servers to run the Cisco Media Convergence Server operating system, which is a Cisco Systems version of the Windows 2003 version 1.3b. This version of the operating system is shipped automatically to customers purchasing this product for the first time. Customers who are upgrading from previous releases of this product that are installed on a Windows 2000 operating system will need to upgrade the server operating system before installing the Cisco Unified Videoconferencing Manager Release 5.6.

You can download the Media Convergence Server operating system software from the Cisco.com Software Download tool at this location: http://tools.cisco.com/support/downloads/go/PlatformList.x?sftType=Voice%20Applications%20OS%20and%20BIOS%20Updates&mdfid=280771554&treeName=Voice+and+Unified+Communications&mdfLevel=Software%20Version/Option&url=null&modelName=Cisco+Unified+Communications+Manager+Version+4.3&isPlatform=N&treeMdfId=278875240&modifmdfid=null&imname=&hybrid=Y&imst=N

Alternatively, you can find the download location from Cisco.com by following these instructions.

Procedure

Step 1 On Cisco.com, select **Support > Download Software**.

Step 2 Select the **Voice Software** product category.

Step 3 Log in with your Cisco.com account to obtain the full list of categories on this page.

Step 4 Click the **To Access Voice Software Downloads** link.

Step 5 Expand these folders: **IP Telephony > Call Control > Cisco Unified Communications Manager (CallManager)**.

Step 6 Click **Cisco Unified Communications Manager Version 4.3**.

Step 7 Click **Voice Applications OS and BIOS Updates**.

The required operating system 2003.1(3b) is listed in the All Releases folder under CCM-OS v.2K folder. The latest Service Release (SR) at the time of this document's creation was SR5. Updated Service Releases are routinely posted, and you should use the latest service release.

Step 8 Click **2003.1(3b)_SR5** (or latest available SR number).

Step 9 Click the download link to download the software.

Technical documentation, release notes, and other file information are available to the right.

LDAP Server Types

Cisco Unified Videoconferencing Manager supports Microsoft Active Directory 2000 and 2003.

Supported Devices

Cisco Unified Videoconferencing Manager supports the following devices:

- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager
- Microsoft LCS 2005 SP1
- Microsoft OCS 2007
- Broadsoft IPCentrix
- Cisco Unified Videoconferencing 3500 MCU versions 4.4 and 5.6
- Cisco Unified Videoconferencing 3500 Gateway versions 5.6
- Cisco Unified Videoconferencing Desktop version 5.6
- Sony endpoints: PCS 1, PCS 11, PCS 1600, TL30, TL50, G50, and G70

SNMP Service

Install the Microsoft Windows SNMP service for Cisco Unified Videoconferencing Manager.

Port Requirements

Table 1-1 shows the required ports for Cisco Unified Videoconferencing Manager. Make sure all required ports are available.

Table 1-1 Required Ports

Protocol	Ports	Type	Direction	Purpose	Destination
Cisco Unified Videoconferencing Manager Server Ports					
HTTP	80	TCP	In from Web	Web UI access and Web Service access	Cisco Unified Videoconferencing Manager
XML	3336	TCP	In from Desktop	Cisco Unified Videoconferencing Manager's version of MCU Call Control XML API	Cisco Unified Videoconferencing Manager
Internal gatekeeper HTTP	8011	TCP	In from Web	Web UI access. Disabled by default.	Cisco Unified Videoconferencing Manager
Database connection	3306	TCP	Local database connection	If the internal database is installed, the application communicates with the database using port 3306.	Cisco Unified Videoconferencing Manager

Table 1-1 Required Ports (continued)

Protocol	Ports	Type	Direction	Purpose	Destination
SNMP	161	UDP	In from Resource Manager and Network Manager	Configuration/Status	Cisco Unified Videoconferencing Manager
FTP	21	TCP	In from Network Manager	Log retrieval	Cisco Unified Videoconferencing Manager
XML	3271	TCP	Local connection	Resource Manager connects to the XML API interface of the internal gatekeeper	Cisco Unified Videoconferencing Manager
MCU Ports					
HTTP	80	TCP	In from Web	Web UI access	MCU
XML	3336	TCP	In from Resource Manager	MCU Call Control XML API	MCU
XML	3337	TCP	In from another MCU or Desktop	MCU Cascade XML API	MCU
SNMP	161	UDP	In from Resource Manager and Network Manager	Configuration/Status	MCU
Telnet	23	TCP	In from Network Manager	Log retrieval and advanced commands	MCU
Gateway Ports					
HTTP	80	TCP	In from Web	Web UI access	gateway
SNMP	161	UDP	In from Resource Manager and Network Manager	Configuration/Status	gateway
Telnet	23	TCP	In from Network Manager	Log retrieval and advanced commands	gateway

How to Install Cisco Unified Videoconferencing Manager

During Cisco Unified Videoconferencing Manager installation Resource Manager and Network Manager components are installed. The Desktop component of Cisco Unified Videoconferencing Manager is installed separately.

- Installing Cisco Unified Videoconferencing Manager, page 1-5
- Installing Cisco Unified Videoconferencing Desktop, page 1-6

Installing Cisco Unified Videoconferencing Manager

Procedure

Step 1 Click the Cisco_Unified_Videoconferencing_Manager installer to start the installation wizard.

Step 2 Click **Next** in the Introduction window.

Step 3 Read and accept the license agreement in the License Agreement window, and then click **Next**.

Step 4 In the Installation Type window, leave the default option and click **Next**.

In the User Provisioning window, choose a user provisioning option. There are three available options:

- No integration with Directory Server
- Directory Server
- Directory Server with Single Sign On (SSO) enabled.

You must enable SSO to work with the Cisco Unified Videoconferencing Manager Resource Manager Outlook Client

Step 5 Click **Next**.

Step 6 Choose the directory in which you want to install the application in the Directory Selection window, and then click **Next**.

Step 7 Enter the host name URL and Web server port number used by the application in the Server Information window.

Make sure that the Web server port is not in use by another application, and then click **Next**.

Step 8 In the Database Selection window, select a database from the following options:

- Internal database
- MSDE/MS-SQL

Step 9 If you select MSDE/MS-SQL, choose whether you want to create a new database or connect to an existing database in the Create or Connect window.

Step 10 Click **Next**.

Step 11 If you choose to create a new database, enter the server name, port, and administrator login ID and password in the Database Server Administration Information window.

Step 12 Click **Next**.

Step 13 Enter the database name, user login ID, and password in the Database Information window.

Step 14 Click **Next**.

Step 15 If you choose to connect to an existing database server, enter the server name, port, database name, user login ID and password in the Existing Database Server Information window. This information is needed to connect to an existing database.

Step 16 Verify that the existing database is empty and click **Next**.

Step 17 Enter mail server information in the Outgoing Mail Server Information window. To confirm that the e-mail server is functioning, enter an e-mail address. If the e-mail server is functioning correctly, you receive a test e-mail.

Note If SMTP server fields are left blank, e-mail messages are not sent.

Step 18 Create an administrator account for accessing the application in the Account Login Information window. With this account, you can access Cisco Unified Videoconferencing Manager.

Step 19 Review the installation summary in the Pre-installation Summary window, and then click **Install** to proceed with the installation.

Note Do not interrupt the installation. After starting the Cisco Unified Videoconferencing Manager service allow several minutes for server initialization before logging in to the web-user interface.

Installing Cisco Unified Videoconferencing Desktop

During the installation you perform a basic Desktop configuration by defining servers which Desktop uses. Follow recommendations in this section to configure Desktop correctly:

- In a single Cisco Unified Videoconferencing 3545 MCU deployment, use the same gatekeeper as Cisco Unified Videoconferencing 3545 MCU is configured to use. If you install Cisco Unified Videoconferencing Manager as a part of your deployment, specify the Cisco Unified Videoconferencing Manager internal gatekeeper.
- In a multiple Cisco Unified Videoconferencing 3545 MCU deployment, you must use Cisco Unified Videoconferencing Manager as your meeting control server. In a single Cisco Unified Videoconferencing 3545 MCU deployment, you can use either Cisco Unified Videoconferencing 3545 MCU or Cisco Unified Videoconferencing Manager.
- The default Desktop web server port is 80. If other applications are using port 80, the installer prompts you to specify a different port.

  If you wish to use port 80 in such cases, access the Services panel on your computer and disable the IIS Administration, HTTP SSL and World Wide Web Publishing services. You can do this before installing the Desktop server software or when you receive the "ip address/ port is in use" error during installation.

  After disabling these services, installation completes normally and Desktop clients can connect to the Desktop server using port 80.
- If you wish to use the HTTPs protocol for security, configure the Desktop web server port to 443 after installation is complete.
- The Desktop serial key is required for the installation and operation of the Desktop and is not included in this package. For more information about obtaining the serial key, refer to the License Fulfillment Instructions for Cisco Unified Videoconferencing Manager at http://www.cisco.com/en/US/products/ps7088/prod_installation_guides_list.html.

Procedure

Step 1 Insert the product CD-ROM.

Step 2 In the CD menu, choose **Install Cisco Unified Videoconferencing Desktop Server**

-or-

In the Windows folder on the product CD-ROM, double-click setup.exe file to launch the installer.

Step 3 In the Choose Setup Language window, choose the installation language and click **OK**.

Step 4 In the Welcome window, click **Next**.

Step 5 In the License Agreement window, read the agreement, choose **I accept the terms in the license agreement**, and then click **Next**.

Step 6 In the Customer Information window, enter information for software registration, choose the user access option for Desktop, and then click **Next**.

Step 7 In the Cisco Unified Videoconferencing Desktop Desktop Serial Key window, enter the Desktop key number, and click **Next**.

Step 8 In the Custom Setup window, define which Desktop components to install on this server, specify the installation location, and then click **Next**.

Note The default directory for Cisco Unified Videoconferencing Streaming Server installation is C:\Program Files\Darwin Streaming Server.
For a single server installation, install both components.

Step 9 In the Cisco Unified Videoconferencing Desktop Network Configuration window, configure the Desktop Network Interface and Desktop web server port, and click **Next**.

Step 10 In the Configure Servers window, configure server settings:

a. Enter the IP address of your gatekeeper in the Gatekeeper IP address field.

b. Enter the server's NIC IP address in the IP address field under Use Cisco Unified Videoconferencing Manager for moderation.

Alternatively, choose **Do not enable moderation** to work without a meeting control server in a multiple Cisco Unified Videoconferencing 3545 MCU deployment. If you use Cisco Unified Videoconferencing Manager as your meeting control server, enter the Cisco Unified Videoconferencing Manager IP address in the IP address of Cisco IOS H.323 Gatekeeper field so that Desktop uses the Cisco Unified Videoconferencing Manager internal gatekeeper.

Note You must use the specific IP addresses, not loopback addresses.

Step 11 In the Configure Streaming window, choose a server to manage streaming:

a. When your deployment includes multiple Desktop servers, you must define which one of your Desktop servers is enabled for streaming.

Choose **This Cisco Unified Videoconferencing Desktop will be used to manage streaming services** to define the Desktop server that you are currently configuring as the Desktop server that is enabled for streaming.

Note We recommend that you choose only one Desktop server to be a streaming server.

If you install the Cisco Unified Videoconferencing Streaming Server on a separate server, type the IP address of that server in the Darwin Streaming Server IP address field.

b. When your deployment includes multiple Desktop servers, and you do *not* want to define the Desktop server that you are currently configuring as the Desktop server that is enabled for streaming, choose **Use an alternative Cisco Unified Videoconferencing Desktop to manage streaming services**.

Type the Fully Qualified Domain Name (FQDN) of the Desktop server that *is* enabled for streaming in the Server URL field.

c. Choose **Disable streaming for this Cisco Unified Videoconferencing Desktop** to disable streaming for the Desktop server that you are currently configuring.

Step 12 In the Cisco Unified Videoconferencing Desktop Hostname Configuration window, specify the hostname of the server that clients should use to connect to the Desktop.

Note Make sure that you specify the hostname that clients can resolve.

Step 13 In the Ready to Install the Program window, click **Install**.

Step 14 Click **Finish**.

Step 15 After installation is completed, verify that the Desktop server is operational:

a. Access the Desktop Server Administration interface by connecting to the following URL:

http://<SERVERFQDN:PORT>/cuvm/admin

b. Log in using the default user name (admin) and password (admin).

c. Open the Status tab of the Desktop Server Administration interface, and verify that all four types of servers are connected.

Note The light next to each link indicates whether or not the connection to the target server or registration with the Gatekeeper is successful. When the light is red, a tooltip containing error details is available. Click the red light to view further error information.

Step 16 Remove the product CD-ROM.

How to Perform Post-installation Procedures

Confirming Installation

Procedure

Step 1 Wait 2-3 minutes for server initialization.

Step 2 Go to http://host-URL:port-number.

Step 3 Verify that the Resource Manager login window appears.

Step 4 Verify that you can log in to the web interface using the administrator account specified in the installation process.

Running the Cisco Unified Videoconferencing Manager Service

Cisco Unified Videoconferencing Manager is installed as a Windows Service on your server. Cisco Unified Videoconferencing Manager automatically starts when the server is started.

Procedure

Step 1 Go to **Start > Settings > Control Panel > Administrative Tools > Services** and find the list of Cisco Unified Videoconferencing Manager related services.

Step 2 Verify that the following services are installed:

- Cisco Unified Videoconferencing Manager—The service that Resource Manager and Network Manager run on. This is started automatically.
- Cisco SipServer—The service for the SIP User agent included with Resource Manager for SIP call control. This is started automatically.

  You can turn off this service in H.323-only deployments. Access the vcs-core.properties file located by default under

  C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\bin

  and make the following change:

  ```
  vnex.vcms.core.sip.serverAddress=
  ```

- Cisco Unified MeetingPlace H.323 Gatekeeper - The service that the internal gatekeeper runs on. This is started automatically.

Logging in for the First Time

Procedure

Step 1 Access either Resource Manager or Network Manager login windows from the Start menu of the local server.

Step 2 Log in to Resource Manager for the first time.

The User Provisioning window opens.

Step 3 (Optional) Enable directory integration to synchronize user records from a Directory Server.

For further information, see the Configuration Guide for Cisco Unified Videoconferencing Manager at http://www.cisco.com/en/US/products/ps7088/products_installation_and_configuration_guides_list.html.

Obtaining a License

At the end of the installation process, a temporary license is automatically installed. This license is valid for 30 days. To obtain an Cisco Unified Videoconferencing Manager license, perform a procedure described in the License Fulfillment Instructions for Cisco Unified Videoconferencing Manager at http://www.cisco.com/en/US/products/ps7088/prod_installation_guides_list.html.

Changing Server Name and Web Port

Procedure

Step 1 After installation, go to

\JBOSS_DIR\server\default\deploy\jbossweb-tomcat55.sar\server.xml

and modify the following entry in bold:

```
<Connector port="80" address="${jboss.bind.address}"
    maxThreads="250" strategy="ms"
                maxHttpHeaderSize="8192"
    emptySessionPath="true"
    enableLookups="false" redirectPort="8443"
                      acceptCount="100"
    connectionTimeout="20000"
                disableUploadTimeout="true"/>
```

Step 2 Go to the \JBOSS_DIR\bin\vcs-config.xml file and modify the following entry:

```
<host-url>http://server_URL:port_number</host-url>
```

\JBOSS_DIR is the default JBOSS home directory path.

The default path is C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss.

Uninstalling Cisco Unified Videoconferencing Manager

Procedure

Step 1 Choose **Start > Programs > Cisco > Cisco Unified Videoconferencing Manager > Uninstall Cisco Unified Videoconferencing Manager**

–or–

Step 2 Choose **Control Panel > Add/Remove Programs > Cisco Unified Videoconferencing Manager > Uninstall Program**.

CHAPTER 2

Backing up and Restoring Cisco Unified Videoconferencing Manager Data

You can back up and restore the Cisco Unified Videoconferencing Manager database and configuration files.

Only backup and restore of the database and configuration files within the same Cisco Unified Videoconferencing Manager version is supported. Do not attempt to backup the database and configuration files from an old Cisco Unified Videoconferencing Manager version and restore these files to a newer version.

Overview

There are many reasons for performing system backups on a regular basis, such as:

- Hardware failure
- Software failure
- Data corruption
- User mistakes
- Before any software upgrade

To restore Cisco Unified Videoconferencing Manager data, stop the Cisco Unified Videoconferencing Manager service before restoring the database, configuration files, branding and sound files. Restart the Cisco Unified Videoconferencing Manager service after restoration is complete.

How to Back up Cisco Unified Videoconferencing Manager Data

Backing Up the Internal Database

Procedure

Step 1 Open a DOS window and go to the MySQL `bin` directory located by default at one of the following locations:

C:\Program Files\MySQl\mysql-4.0.21-win\bin, or

C:\MySQl\mysql-4.0.21-win\bin

Step 2 Run the following DOS command to export the contents of the internal database to a file called mydump:

```
mysqldump -u root --all-databases --add-drop-table --single-transaction > mydump
```

Step 3 Save the mydump file to a safe location.

Backing Up an MSSQL 2005/2000/MSDE Database

This section is only relevant if your Cisco Unified Videoconferencing Manager installation is using an external MSSQL database. For demonstration purposes, we assume the installed Cisco Unified Videoconferencing Manager database name is “temp_db” and that the database owner is “temp_user”.

You can modify the database name and its owner name during the installation process.

Procedure

Step 1 Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access temp_db.

MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.

Step 2 Right-click **temp _db** and select **All Tasks > Backup Database**, or **Task > Backup** to create a database backup file.

Assume the name of the backup file is “temp_db.bak”.

Step 3 Save temp_db.bak to a safe location.

Back-up File Locations for Configuration Files

This section describes how to back up the following files by copying them to a safe physical location.

Database Connectivity Property File

For Cisco Unified Videoconferencing Manager version 5.5 or later—Place the following files under C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\server\default\deploy

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Place the following files under C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\server\all\deploy

- mssql-ds.xml (when working with Microsoft SQL server)
- mysql-ds.xml (when working with the internal database server)

Configuration Files

Backup the following configuration files from C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\bin:

vcs-cdr-config.xml

vsc-config.xml

vcs-core.properties

vnex.properties

LDAP Configuration Files

Place the following files under the C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\bin\configFiles directory:

- All files (if any) under this directory.

Network Manager Configuration Files

For Cisco Unified Videoconferencing Manager version 5.5 or later—Place the following under C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\server\default\deploy\vcs.ear\nms.war\WEB-INF\classes

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Place the following under C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\server\all\deploy\vcs.ear\nms.war\WEB-INF\classes

- adminconfig folder
- config folder

OCS 2007 Connector Files

Cisco Unified Videoconferencing Manager version 5.6 or later supports OCS 2007. Back up the following files:

- ICM_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml
- ICM_HOME\sipserver\conf\SIPConfig.xml

where ICM_HOME is the Cisco Unified Videoconferencing Manager installation directory.

By default, ICM_HOME is C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM

Backing Up Branding and Sound Files

For Cisco Unified Videoconferencing Manager version 5.5 or later—Back up all files (if any) located under C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\server\default\deploy\branding.war\image.

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Back up all files (if any) located under C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\server\all\deploy\branding.war\image.

Backing Up the License

Procedure

Step 1 Go to **Start > Run** and enter **regedit** to open the Windows registry.

Step 2 For Cisco Unified Videoconferencing Manager version 5.5 or later—Back up the license key under:

\HKEY_LCOAL_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER\4.0

Step 3 For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Back up the license and serial number under:

\HKEY_LCOAL_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER > license

\HKEY_LCOAL_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER > serial

How to Restore Cisco Unified Videoconferencing Manager Data

Restoring Configurations

Procedure

Step 1 Stop the Cisco Unified Videoconferencing Manager service

- Go to **Control Panel > Administrative Tools > Services**.
- Locate the service named "Cisco Unified Videoconferencing Manager" and stop it.

Step 2 Restore the database—see the"Restoring the Internal Database" section on page 2-5.

Step 3 Restore the configuration files—see the"Restoring Configurations" section on page 2-5.

Step 4 Restore the Branding and Sound Files—see the"Restoring Branding and Sound Files" section on page 2-8.

Step 5 Restore the License Files—see the"Restoring the License" section on page 2-8.

Step 6 Start the Cisco Unified Videoconferencing Manager service.

Restoring the Internal Database

Procedure

Step 1 Open a DOS window and go to the MySQL `bin` directory located by default at one of the following locations:

C:\Program Files\MySQl\mysql-4.0.21-win\bin

or

C:\MySQl\mysql-4.0.21-win\bin

Step 2 Copy the mydump file to the `bin` directory where mydump is the name of the database backup file.

Step 3 In the DOS window, enter the "mysql -u root" command to access the MySQL database command line user interface.

The command link prompt changes to `mysql>`.

Step 4 Run the following command to restore the content that has been dumped into the backup file to the database:

```
mysql> source mydump
```

Step 5 Run the following command to exit the MySQL command line window:

```
mysql > exit
```

Restoring an MSSQL 2005/2000/MSDE Database

This section is only relevant if your Cisco Unified Videoconferencing Manager installation is using an external MSSQL database. For demonstration purposes, we assume the installed Cisco Unified Videoconferencing Manager database name is “temp_db” and that the database owner is “temp_user”.

You can modify the database name and its owner name during the installation process.

Procedure

Step 1 Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access temp_db.

MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.

Step 2 If you are restoring temp_db to the same database server, make sure that temp_db exists.

If "temp_db does not exist, create a new database called temp_db.

Step 3 If you are restoring temp_db to a new database server, delete the temp_db database on that new database server if it exists, and create a new database called temp_db.

Step 4 Ensure no other applications are using temp_db.

Step 5 Right-click **temp _db** and select **All Tasks > Restore Database**, or **Task > Restore > Database**.

Step 6 Select **From device** on the General tab, and use the temp_db.bak as the backup file.

Step 7 Click **Options**.

Step 8 Select either **Force restore over existing database** or **Overwrite the existing database**.

Step 9 Click **OK**.

Step 10 Select **temp_db** and open the Query Analyzer window.

Step 11 From the Query Analyzer, run

```
sp_helpuser 'temp_user'
```

where temp_user is the name of the database user.

The database restore procedure has succeeded if the LoginName entry is the same as the UserName entry in the returned table, and if the DefDBName entry is temp_db.

Step 12 If the LoginName and DefDBName entries are null:

a. Run

```
sp_addlogin 'temp_user', 'temp_user_password', 'temp_db', null, [SID value from
the table returned at 11]
```

where

"temp_user" is the name of the database user

"temp_db" is the name of the database

"temp_user_password" is the database user password. Its value should be the same as the "temp_user" password from the old backup database.

You can create a new password if you wish. Update the new password in the mssql-ds.xml file in clear text, as shown below. The old password is stored in encrypted format.

```
<connection-url>jdbc:microsoft:sqlserver://IP_address:1433;databasename=temp_db;
    SendStringParametersAsUnicode=false</connection-url>
    <driver-class>com.microsoft.jdbc.sqlserver.SQLServerDriver</driver-class>
    <user-name>temp_user</user-name>
    <password>temp_user_password</password>
```

b. Run

```
sp_helpuser 'temp_user'
```

and verify that the LoginName entry is the same as the UserName entry in the returned table, and that the DefDBName entry is temp_db.

Restoring Configuration Files

Copy the configuration files listed in the "Back-up File Locations for Configuration Files" section on page 2-3 back to their appropriate directory.

- Restoring to a Different Server, page 2-7
- Restoring OCS 2007 Connector Files, page 2-7

Restoring to a Different Server

When restoring backup configuration files to a different server, verify that the server name in the `<host-url>` tag of the vcs-config.xml file is consistent with the current server name. For example:

```
<host-url>http://new-server-name:8080</host-url>
```

Restoring OCS 2007 Connector Files

When restoring the following files:

- ICM_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml
- ICM_HOME\sipserver\conf\SIPConfig.xml

  where ICM_HOME is the Cisco Unified Videoconferencing Manager installation directory,

remove the following file if it exists:

- ICM_HOME\sipserver\conf\UpdatedSIPConfig.xml

By default, ICM_HOME is C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM

Restoring Branding and Sound Files

Copy the configuration files listed in the "Backing Up Branding and Sound Files" section on page 2-4 back to their appropriate directory.

Restoring the License

Procedure

Step 1 Go to **Start > All Programs > Cisco Unified Videoconferencing Manager > Update License**.

Step 2 For Cisco Unified Videoconferencing Manager version 5.5 or later—Enter the backup license key in the Enter License field.

Step 3 For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Enter the backup license key and serial number in the New license key and New serial number fields.